

Clinical Fax Submission Guide

Magellan Healthcare utilizes OCR (Optical Character Recognition) technology **for submission of clinical information/medical records if providers are unable to upload documents directly to RadMD.**

- Please utilize the Magellan Healthcare specific fax coversheet to ensure prompt receipt of your faxes.
- Proper submission of faxes will ensure clinical information is received for a request for prior authorization and for a determination to be made.
- The OCR fax coversheet allows us to attach the clinical information submitted from the ordering physician directly to an authorization request.
- **Using an incorrect fax coversheet may delay a response to an authorization request.**

What to do:



- ✓ **DO** use Magellan Healthcare Fax Coversheet when faxing clinical information specific to the authorization request.
- ✓ **DO** use the OCR fax coversheet as the **FIRST** page of your clinical fax submission.
- ✓ **DO** make sure the tracking number on the fax coversheet matches the tracking number for your request.
- ✓ **DO** Send each case separate with its own fax coversheet.

What not to do:



- ✗ **DO NOT** make a copy of the Magellan Healthcare Fax Coversheet from a previous request.
- ✗ **DO NOT** write notes on the fax coversheet.
- ✗ **DO NOT** overwrite or mark through text/numbers on the fax coversheet.
- ✗ **DO NOT** send several patients/cases under one fax coversheet. Each individual case must have its own coversheet.